



DEPARTMENT OF FIRE AND RESCUE SERVICES

	<h1>GENERAL ORDER</h1> 100.17	
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Originating From	Issue Date	Revision Date	Attachments
Administration	1/19/2006	N/A	A

SUBJECT: Standard of Coverage

APPLICABILITY: All Personnel

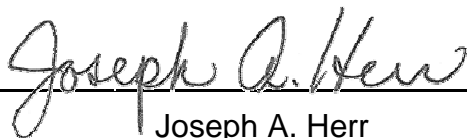
POLICY:

The Howard County Department of Fire and Rescue Services (DFRS) Standard of Coverage document defines the service level objectives of the Department's response to fire and non-fire emergencies.

1 THE STANDARD OF COVERAGE SPECIFICALLY DISCUSSES THE FOLLOWING TYPES OF EMERGENCY RESPONSES:

- 1.1 Emergency Medical Service response
- 1.2 Non-Structural Fire response
- 1.3 Structural Fire response
- 1.4 Hazardous Materials response
- 1.5 Technical Rescue response

Approved:



Joseph A. Herr
Fire Chief

**Howard County
Department of Fire and Rescue Services**

Standard of Coverage



**Howard County Department of Fire and Rescue Services
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GENERAL INFORMATION

Howard County's geographical boundaries are established as part of state and local laws. There is a General Plan, an online geographic information system (GIS), and online Census information, all containing relevant data pertaining to development of organizational goals and objectives. Historical incident data, including computer-aided dispatch (CAD) information – from 1996 through current day and occupancy information are collected and maintained through the Fire Records Management System (FRMS). Additionally, the Department reviews data produced by the HC Economic Development Authority, HC Planning and Zoning, as well as other sources as appropriate. Periodic reports are produced from the various data sources available to the Department. The Department has acquired several software packages specifically designed to analyze Standard of Coverage Performance. They are Deccan International's CAD Analyst and Fire ADAM (Fire Apparatus Deployment and Management).

The Department analyses information relating to community experiences and projected changes in demographics. Risks are identified in accordance with the established criteria and appropriate response plans are developed. CAD response plans have been defined by incident type and have also been established for specific occupancies or areas as appropriate.

The Department has established two major planning zones the Metro and Rural districts. These are distinguished by the availability of public water and by the fire tax rate that is applied to real and personal property. The Department has further subdivided the planning zones into operational response areas of smaller units (from largest to smallest): 1) Battalion 1 and Battalion 2; 2) 134 box areas; and 3) 1,183 fire response zones (FRZ). Based upon conditions within each FRZ, we have assigned a level of fire and non-fire risks - High, Medium or Low.

Risk assessments have been performed for EMS responses, fire responses, hazardous materials responses, and technical rescue responses. These assessments are periodically reviewed and updated as appropriate.

Howard County Department of Police are responsible for the County's Public Safety Answering Point (PSAP / 911) as well as Fire and Rescue dispatch operations. The Department of Police uses Emergency Medical Dispatch (EMD) as required by Maryland for handling the receipt and entry of emergency medical calls. Fire and Rescue provides a liaison to work with the Department of Police to assure Fire and Rescue needs are properly addressed.

Staffing on Department apparatus is as follows:

- Special Services – includes aerial apparatus, squads: four (4) personnel
- Extrication Unit – includes aerial apparatus with extrication equipment, squads, and rescues: four (4) personnel
- Engines: three (3) personnel
- Tankers – unit carrying 1,500 gallons or greater of water: two (2) personnel
- EMS Transport Units : two (2) personnel
- Chief Officers and Staff Personnel: one (1) personnel

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EMS RESPONSE

Standard EMS Response

The Standard of Care provided by the Department for Advanced Life Support (ALS) incidents within Howard County is Emergency Medical Technician – Paramedic (EMT-P) (DOT Standard). The Standard of Care provided by the Department for Basic Life Support (BLS) for incidents within Howard County is Emergency Medical Technician – Basic (EMT-B).

To address the EMS needs of Howard County, Fire & Rescue has developed several EMS dispatch categories. Each category receives a different response level. Only the minimum response levels are listed. The Incident Commander has full authority to request any equipment they deem necessary to contain such incidents. They are as follows:

- Basic Life Support – one BLS Transport unit
- Advanced Life Support – one ALS Transport unit
- Advanced Like Support with Assist – one ALS Transport unit, one Support Piece
- Advanced Life Support Critical – one ALS Transport unit, one Support Piece, and an EMS Officer
- Rescue with Unknown Injuries – one Engine, one BLS Transport unit
- Rescue with Injuries – one Engine, one Support Piece with rescue capabilities, and one ALS Transport unit
- Rescue with entrapment – two Engines, one Rescue unit, two ALS Transport units, one Battalion Chief, and one Medical Duty Officer.

STANDARD STAFFING ON EMS RESPONSE'S

- BLS only Response 2 personnel
- ALS only Response 2 personnel
- ALS with Support 5 personnel
- ALS Critical Response 6 personnel

STANDARD STAFFING ON RESCUE RESPONSE'S

- Rescue Unknown Injury(s) 5 personnel
- Rescue with Injury(s) 8 personnel
- Rescue with Entrapment 16 personnel

*** Totals may vary due to volunteer and staff response**

All non-EMS response units - fire engines, squads, and aerial apparatus - are equipped with Automated External Defibrillators (AED). Staff vehicles are equipment with AEDs as necessary.

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At least one fire engine, squad, or aerial unit at each station is equipped with ALS equipment. These units are staffed with ALS providers as required to meet service needs.

Standard of Coverage for EMS Incidents

Performance measurement is from time call is first created in CAD – either ANI/ALI time stamp or Time Create time stamp. Goal is 80% of the time or better.

C/P	Performance Measure	Metro	Rural
P	(A) 911 Call Processing Receipt to Entry	<= 01:30	<= 01:30
P	(B) 911 Call Processing Entry to Dispatch	<= 00:30	<= 00:30
C	(C) 911 Total Processing Time	<= 02:00	<= 02:00
C	(D) First Unit Turnout	<= 02:30	<= 04:30
P	(E) First Unit on Scene	<= 10:00	<= 12:00
C	(I) First BLS on Scene	<= 10:30	<= 14:00
C	(J) First ALS on Scene	<= 10:30	<= 14:00
P	(K) First Transport on Scene	<= 11:00	<= 15:30
P	(L) First Unit-on-scene travel time	<= 06:45	<= 09:00
C	(M) First ALS APS	<= 12:00	<= 15:30
C	(N) First BLS APS	<= 12:00	<= 15:30
P	(S) To Hospital Transport Time	<= 13:00	<= 19:00
P	(O) BLS EMS-Call Time Spent at Scene	<= 18:00	<= 18:00
P	(1) ALS EMS-Call Time Spent at Scene	<= 18:00	<= 18:00

EMS Risk Classification Criteria

The following risk levels – High, Medium and Low – are for data analysis and planning purposes.

- **HIGH** Occupancies that have a potential for high acuity level of patients or fall under high usage (150 calls per year). Examples are hospitals, nursing homes, high rise structure (4 or greater stories), penal institutions and multiple assisted living facilities located in close proximity to each other.
- **MEDIUM** FRZ's that contain occupancies that house, accommodate or have the potential for sick or injured persons with a lesser acuity level or fall under medium usage 35-150 calls per year. This would include places such as schools, public assemblies, apartment complexes and isolated assisted living facilities.
- **LOW** Areas not meeting the description of high or medium. This would be the typical residential areas, business parks, and rural areas.

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NON-STRUCTURAL FIRE RESPONSE

Standard Non-Structure Fire Response

Brush and Grass Fires

The frequency of large brush and grass fires continues to decline in Howard County. This is due, primarily, to the rapid growth that the County is experiencing. The growth has left less open space. A minimum response to a call of this nature is one engine and one brush vehicle. The Incident Commander has full authority to request any equipment they deem necessary to manage such incidents.

Vehicle Fires

Howard County has two major interstates, I-95 and I-70, which run through large areas of the County. There is also an extensive network of primary and secondary roads within the County. The Department handles passenger vehicle fires with an approximate annual loss of \$1,000,000. Non-interstate response to a passenger vehicle fire is one engine. The interstate response for a passenger vehicle is two engines. Response to larger conveyances – not involving hazardous materials, such as recreational vehicles, tractor-trailers, and the like, is two engines. The Incident Commander has full authority to request any equipment they deem necessary to contain such incidents.

Miscellaneous Alarms

The Department responds to a multitude of miscellaneous alarms types to meet the needs of the community. Miscellaneous alarms include, but are not limited to, the following: lockouts/ins; inside flooding conditions; unusual odors; smoke and CO detector questions and replacements; the assisting of our elderly residents; and alarm system malfunctions. Although this list consists of only a small part of our miscellaneous alarm types, miscellaneous incidents are handled in a timely, professional manner.

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STRUCTURAL FIRE RESPONSE

Standard Structural Fire Response

Howard County Fire and Rescue is divided into two major response areas. These areas are known as the rural and metro regions. A key difference between the two areas is the availability of water. Within in the Metro region there is a public water system (hydrant), within the Rural region there is no public water system. Fire response into these areas acknowledges the availability of a public water system or lack thereof. In the Rural area, Fire and Rescue maintains a list of available water sources so responding unit can rapidly establish a water supply system. Structural fire response is broken down into two (2) categories: Residential Structures (Single family dwelling, wood frame construction); and Multi-Residential and Commercial Structures.

Residential Structures

Equipment and Response:

Unit Type	Metro	Rural
Engines	4 (12 personnel)	4 (12 personnel)
Special Services	2 (8 personnel)	2 (8 personnel)
Aerial	1 (4 personnel)	1 (4 personnel)
Water Tankers		2 (4 personnel)
Transport unit	1 (2 personnel)	1 (2 personnel)
Battalion Chief	1 (1 personnel)	1 (1 personnel)
<i>Personnel Totals</i>	<i>27 personnel</i>	<i>31 personnel</i>

Task Analysis: Fireground Operations

Task	Metro	Rural
Fire Attack Line	2 personnel	2 personnel
Backup Line	2 personnel	2 personnel
R.I.T	4 personnel	4 personnel
Search & Rescue	2 personnel	2 personnel
Pump Ops/Water Supply	4 personnel	8 personnel
Tower Operations	2 personnel	2 personnel
Ground Ladders	2 personnel	2 personnel
Ventilation / Utilities	2 personnel	2 personnel
Safety	1 personnel	1 personnel
Incident Command	1 personnel	1 personnel
FF Rehab	2 personnel	2 personnel
EMS / Patient Care	2 personnel	2 personnel
<i>Personnel Totals</i>	<i>26 personnel</i>	<i>30 personnel</i>

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Multi-Residential and Commercial Structures

Equipment and Response:

Unit Type	Metro	Rural
Engines	4 (12 personnel)	4 (12 personnel)
Special Services	1 (4 personnel)	1 (4 personnel)
Aerial	2 (8 personnel)	2 (8 personnel)
Water Tankers		2 (4 personnel)
Transport unit	1 (2 personnel)	1 (2 personnel)
Battalion Chief	1 (1 personnel)	1 (1 personnel)
EMS Officer	1 (1 personnel)	1 (1 personnel)
<i>Personnel Totals</i>	<i>28 personnel</i>	<i>32 personnel</i>

Task Analysis: Fireground Operations

Task	Metro	Rural
Fire Attack Line	2 personnel	2 personnel
Backup Line	2 personnel	2 personnel
R.I.T	4 personnel	4 personnel
Search & Rescue	2 personnel	2 personnel
Pump Ops/Water Supply	4 personnel	8 personnel
Tower Operations	4 personnel	4 personnel
Ground Ladders	2 personnel	2 personnel
Ventilation / Utilities	2 personnel	2 personnel
Safety	1 personnel	1 personnel
Incident Command	1 personnel	1 personnel
FF Rehab	2 personnel	2 personnel
EMS / Patient Care	2 personnel	2 personnel
<i>Personnel Totals</i>	<i>28 personnel</i>	<i>32 personnel</i>

Standard of Coverage for Structural Fire Incidents

Performance measurement is from time call is first created in CAD – either ANI/ALI time stamp or Time Create time stamp. Goal is 80% of the time or better.

C/P	Performance Measure	Metro	Rural
P	(A) 911 Call Processing Receipt to Entry	<= 01:30	<= 01:30
P	(B) 911 Call Processing Entry to Dispatch	<= 00:30	<= 00:30
C	(C) 911 Total Processing Time	<= 02:00	<= 02:00
C	(D) First Unit Turnout	<= 02:30	<= 04:30
P	(E) First Unit on Scene	<= 10:00	<= 12:00

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C/P	Performance Measure	Metro	Rural
C	(F) First Engine on Scene	<= 11:00	<= 14:00
P	(G) First Tower on Scene	<= 12:30	<= 15:00
P	(H) First Squad on Scene	<= 12:30	<= 15:00
P	(L) First Unit-on-scene travel time	<= 06:45	<= 09:00
C	(O) Init Atk (1E+5Pers) Low Haz	<= 11:30	<= 14:30
C	(P) Init Atk (1E+5Pers) Med Haz	<= 11:30	<= 14:30
C	(Q) Init Atk (1E,1T+8Pers) High Haz	<= 14:00	<= 18:30
P	(R) First Chief	<= 14:00	<= 18:00
C	(T) EFF(E,14Pers)	<= 18:00	
C	(V) EFF(E,14Pers,6Water)		<= 22:00

Fire Risk Classification Criteria

The following risk levels – High, Medium and Low – are for data analysis and planning purposes.

- *HIGH* High life hazard occupancies (hospital, nursing home); chemical processing industries, significant quantities of hazardous chemicals, high dollar value, high rise buildings, high historical value, penal institutions
- *MEDIUM* Response history indicates an incident volume exceeding 150 calls per year, schools, general industrial parks, public assembly, apartment complexes, condominiums, senior assisted living units.
- *LOW* Rural (farms, open space), single family residences, townhouses, not otherwise classified.

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HAZARDOUS MATERIALS RESPONSE

Standard Hazardous Material Response

Howard County has two major interstates, I-95 and I-70, which run through large areas of the County. All Fire and Rescue personnel are trained at the Hazardous Material Operations level in compliance with NFPA 472. Fire Station 10 houses our special operations (SO) personnel and equipment. There are a minimum of 9 hazardous materials technicians on-duty 24 / 7. All Hazardous Materials incidents include the response of SO. Mutual aid and off-duty resources can be requested as necessary. The SO team has two (2) specialized vehicles carrying equipment appropriate to handle a variety of hazardous material incidents. Hazardous materials training and re-certification is done following NFPA guidelines.

Response to all hazardous materials incidents includes the assignment of the closest engine company for initial size-up and actions. Mutual aid resources are available in the event Department's Special Operations team is unavailable.

S.A.R.A II helps assure that Fire and Rescue receive this information through our Emergency Management Office. Furthermore, L.E.P.C requires a periodic survey of the number of conveyances that carry Hazardous Materials through our county. This information assists Fire and Rescue in developing response plans for potential hazardous materials incidents.

Fire and Rescue categorizes hazardous material incidents in into three (3) levels.

- Level One – low risk
- Level Two – moderate risk
- Level Three – High risk

To address the needs of Howard County, Fire & Rescue has developed several hazardous materials dispatch categories. Each category receives a different response level. Only the minimum response levels are listed. They are as follows:

- Suspicious Package – Special Operations (ESV, one SO Engine, one SO aerial and one SO ALS transport unit), one Engine, one Battalion Chief
- Hydrocarbon Spill > 50 gallons - Special Operations (ESV, one SO Engine, one SO aerial and one SO ALS transport unit), two Engines
- Crash with HAZ-MAT - Special Operations (ESV, one SO Engine, one SO aerial and one SO ALS transport unit), one Extrication Unit, four Engines, one Special Service, two ALS Transport units, one Medical Duty Officer, one Battalion Chief, one Foam unit, one Tanker, one Safety Officer

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- Confirmed HAZ -MAT with/without Fire or Rail Car Leak with/without Fire – Special Operations (ESV, one SO Engine, one SO aerial and one SO ALS transport unit), four Engines, one Special Service, two ALS Transport units, one Medical Duty Officer, one Battalion Chief, one Foam unit, one Tanker, one Safety Officer.

The Incident Commander has full authority to request any equipment they deem necessary to contain such incidents.

Standard of Coverage for Hazardous Material Incidents

Performance measurement is from time call is first created in CAD – either ANI/ALI time stamp or Time Create time stamp. Goal is 80% of the time or better.

C/P	Performance Measure	Metro	Rural
P	(A) 911 Call Processing Receipt to Entry	<= 01:30	<= 01:30
P	(B) 911 Call Processing Entry to Dispatch	<= 00:30	<= 00:30
C	(C) 911 Total Processing Time	<= 02:00	<= 02:00
C	(D) First Unit Turnout	<= 02:30	<= 04:30
P	(E) First Unit on Scene	<= 10:00	<= 12:00
C	(F) First Engine on Scene	<= 11:00	<= 14:00
P	(L) First Unit-on-scene travel time	<= 06:45	<= 09:00
P	Special Ops On-Scene Hazmat	<= 19:00	<= 19:00

Hazardous Materials Risk Classification Criteria

The following risk levels – High, Medium and Low – are for data analysis and planning purposes.

- **HIGH** Facilities or areas where safety to people is first consideration because of the nature and/or volume of the hazardous material involved, and public action is required (Evacuation or shelter-in-place population protection. Facilities or areas with reportable substance under SARA Title III).
- **MEDIUM** Hazardous Materials are involved which pose a potential threat to life and property, and planning for public actions is considered. Petroleum transfer stations and major thoroughfares.
- **LOW** Areas where public action is considered unlikely and the incident can be handled by a minimum number of responding agencies. No known hazard exists.

Hazardous Material risks levels are assigned to each FRZ based on information provided by HC GIS, a review of fixed hazardous materials sites reportable under requirements of SARA Title III and evaluation by members of the Special Operations team.

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TECHNICAL RESCUE RESPONSE

Standard Technical Rescue Response

All Fire and Rescue personnel are provided training necessary to respond to technical rescue incidents to perform size-up and initiate appropriate actions. Fire Station 10 houses our special operations (SO) personnel and equipment. There are a minimum of 9 technical rescue personnel on-duty 24 / 7. All Technical Rescue incidents include the response of SO. Mutual aid and off-duty resources can be requested as necessary.

SO personnel are trained in the following technical rescue disciplines: confined space, swift water operations, rope systems, overland search, ice rescue, trench rescue, structural collapse and technical vehicle and machinery rescue. All SO members must be compliant with NFPA 1670, Standard on Operations and Training for Technical Rescue. The SO team has two (2) specialized vehicles carrying equipment to handle a variety of technical rescue incidents.

Response to all technical rescue incidents includes the assignment of the closest engine company for initial size-up and actions. Mutual aid resources are available in the event Department's Special Operations team is unavailable.

To address the needs of Howard County, Fire & Rescue has developed several technical rescue dispatch categories. Each category receives a different response level. Only the minimum response levels are listed. They are as follows:

- Water Rescue— one S.O. Unit, one S.O. Engine, one S.O. Aerial, one Engine, one S.O. ALS transport unit, one Safety Officer, one ALS transport unit, one Medical Duty Officer, one Battalion Chief, one Boat, one Dive Team and one Special Service.
- Confined Space- S.O. Unit, one S.O. Engine, one S.O. Aerial, two Engines, one S.O. ALS transport unit, one Safety Officer, one ALS transport unit, one Medical Duty Officer ,one Battalion Chief, one BLS Transport unit and one Special Service.
- Trench Rescue - S.O. Unit, one S.O. Engine, one S.O. Aerial, two Engines, one S.O. ALS transport unit, one Safety Officer, one ALS transport unit, one Medical Duty Officer ,one Battalion Chief, one BLS Transport unit and one Special Service.
- Structural Collapse - S.O. Unit, one S.O. Engine, one S.O. Aerial, two Engines, one S.O. ALS transport unit, one Safety Officer, one ALS transport unit, one Medical Duty Officer ,one Battalion Chief, one BLS Transport unit and one Special Service.
- Technical Rescue - S.O. Unit, one S.O. Engine, one S.O. Aerial, two Engines, one S.O. ALS transport unit, one Safety Officer, one ALS transport unit, one Medical Duty Officer ,one Battalion Chief, one BLS Transport unit and one Special Service.

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The Incident Commander has full authority to request any equipment they deem necessary to contain such incidents.

Standard of Coverage for Technical Rescue Incidents

Performance measurement is from time call is first created in CAD – either ANI/ALI time stamp or Time Create time stamp. Goal is 80% of the time or better.

C/P	Performance Measure	Metro	Rural
P	(A) 911 Call Processing Receipt to Entry	<= 01:30	<= 01:30
P	(B) 911 Call Processing Entry to Dispatch	<= 00:30	<= 00:30
C	(C) 911 Total Processing Time	<= 02:00	<= 02:00
C	(D) First Unit Turnout	<= 02:30	<= 04:30
P	(E) First Unit on Scene	<= 10:00	<= 12:00
C	(F) First Engine on Scene	<= 11:00	<= 14:00
P	(L) First Unit-on-scene travel time	<= 06:45	<= 09:00
P	Special Ops On-Scene Technical Rescue	<= 22:00	<= 22:00

Technical Rescue Risk Classification Criteria

The following risk levels – High, Medium and Low – are for data analysis and planning purposes.

- **HIGH** Rescues involving recreational static water (large lakes and ponds), moving water (rivers), rugged terrain (parks), super structures (radio and water towers) and all railways within the county which could pose a high hazard for a technical rescue.
- **MEDIUM** This would include smaller lakes and ponds, the interstate highways, and power line transmission towers which pose a potential threat to life and property
- **LOW** All other areas fall into this category. These areas pose a low hazard and are unlikely to cause fire department action.

Technical Rescue risks levels are assigned to each FRZ based on information provided by HC GIS and evaluation by members of the Special Operations team.

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APPENDIX A – PERFORMANCE MEASURES

C/P	Performance Measure	Metro	Rural
P	(A) 911 Call Processing Receipt to Entry	<= 01:30	<= 01:30
P	(B) 911 Call Processing Entry to Dispatch	<= 00:30	<= 00:30
C	(C) 911 Total Processing Time	<= 02:00	<= 02:00
C	(D) First Unit Turnout	<= 02:30	<= 04:30
P	(E) First Unit on Scene	<= 10:00	<= 12:00
C	(F) First Engine on Scene	<= 11:00	<= 14:00
P	(G) First Tower on Scene	<= 12:30	<= 15:00
P	(H) First Squad on Scene	<= 12:30	<= 15:00
C	(I) First BLS on Scene	<= 10:30	<= 14:00
C	(J) First ALS on Scene	<= 10:30	<= 14:00
P	(K) First Transport on Scene	<= 11:00	<= 15:30
P	(L) First Unit-on-scene travel time	<= 06:45	<= 09:00
C	(M) First ALS APS	<= 12:00	<= 15:30
C	(N) First BLS APS	<= 12:00	<= 15:30
C	(O) Init Atk (1E+5Pers) Low Haz	<= 11:30	<= 14:30
C	(P) Init Atk (1E+5Pers) Med Haz	<= 11:30	<= 14:30
C	(Q) Init Atk (1E,1T+8Pers) High Haz	<= 14:00	<= 18:30
P	(R) First Chief	<= 14:00	<= 18:00
P	(S) To Hospital Transport Time	<= 13:00	<= 19:00
C	(T) EFF(E,14Pers)	<= 18:00	
P	(U)First Alarm (4E,T,SS,A,Ch,23Pers) Low Haz	<= 14:00	
C	(V) EFF(E,14Pers,6Water)		<= 22:00
P	(W) First Alarm (4E,2T,SS,TNK,A,Ch,MDO,24Pers) Med Haz	<= 19:00	
P	(X) First Alarm (4E,2T,SS,TNK,2A,P,Ch,MDO,32Pers) High Haz	<= 22:00	
P	(Y) First Alarm (4E,T,SS,TNK,A,Ch,24Pers) Low Haz		<= 22:00
P	(Z) First Alarm (4E,T,SS,TNK,A,Ch,MDO,25Pers) Med Haz		<= 23:00
P	(0) BLS EMS-Call Time Spent at Scene	<= 18:00	<= 18:00
P	(1) ALS EMS-Call Time Spent at Scene	<= 18:00	<= 18:00
P	Special Ops On-Scene Hazmat	<= 19:00	<= 19:00
P	Special Ops On-Scene Technical Rescue	<= 22:00	<= 22:00

C/P Column

C – Critical performance measures. These measures need to be meet 80% of the time or better.

P – Planning performance measures. These measures are used to evaluate specific areas of performance and are not required to be met 80% of the time or better.